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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I chose Sonic.net, a local provider of Internet and telephone, because my prior provider, AT&T, was mostly non-responsive to my service problems. Case in point, a few years ago I kept getting charged for calls which I did not make. This problem went on for a few months. Each time I called to have the calls removed, I had to first, get through to the person who help me, and that was a chore trying to explain my problem to the recorded voice, who kept telling me that "he" cannot understand. Then when I did get through, the respondent kept asking me if I was really, really sure that I did not make the calls? Did anyone else in the home make the calls? On one occasion, the respondent had the gall to suggest that perhaps my wife made the calls and did not tell me. Five different repair people came out and checked and rechecked whatever. Finally, the fifth repairman who apparently knew his job, listened to my suggestion to go up on the pole to see if something was amiss. Lo and behold, he discovered that a home several houses up the street had a line that intersected with mine and that that homeowner was actually making the calls. I never got an apology from AT&T but I did send them a letter extolling the virtues of the lineman.

My hope now is that Sonic.net would establish a TV service. Nothing would please me more then dumping AT&T U-verse. The monthly fee keeps increasing with NO explanation as to why. At least, they should LIE to me and say that their costs went up or some such nonsense. But, I may get my wish yet, as a friend will come over shortly and explain to me how I can get TV through my internet lines.

Lastly, the one time I experienced a problem with my Internet service, I merely dialed a local number and immediately got a LOCAL, LIVE person, who cleared my problem in no time and encouraged me to call back anytime that I had a problem. Imagine that?

Joseph Mauro